



ACCESSIBILITY PLAN AND POLICIES FOR BOND BRAND LOYALTY

This 2014-21 accessibility plan outlines the policies and actions that **Bond Brand Loyalty** will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Bond is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This Plan is a continually expanding and a fluid document that will be updated on a continuing basis, as Bond's accessibility strategy evolves.

CUSTOMER SERVICE ACCESSIBILITY

Action Taken:

The following have been in place:

- Bond has been in compliance with the Accessible Customer Service Standards Regulation. Bond ensures that all new staff receive training on the requirements of the Regulation, with particular emphasis on how to serve and communicate with all people.

ACCESSIBLE EMERGENCY INFORMATION AND INDIVIDUAL EMERGENCY RESPONSE

Bond is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information as required. At present, Bond does not have any emergency response information or plans which must be made available to the general public.

Where Bond is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as required and as soon as practicable.

Action Taken:

The following measures will be implemented by Bond as soon as practicable:

- Individualized workplace emergency response information procedures are being developed for employees with disabilities, as required.

- Emergency response information forms will be prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities.
- Where required and with the employee's prior consent, Bond will provide assistance to employees with disabilities during workplace emergencies or disasters. Plans for such assistance will be set out in individualized emergency plans.
- Individualized emergency plans will be communicated to the employees' respective managers and safety personnel on an 'as needed' basis.
- On a regular, ongoing basis, Bond will review and assess individualized emergency plans to ensure accessibility issues are addressed.

TRAINING

Bond will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Bond will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

Planned Action:

- Implement appropriate training materials
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever Bond alters its policies
- Create a plan and schedule for periodic refresh
- Keep and maintain a record of the training provided, including the dates that the training was provided.

KIOSKS

Bond will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**:

- In the event that a self-service kiosk is procured or acquired, accessibility criteria and features will be considered.

INFORMATION AND COMMUNICATION

Bond is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Accessible Websites and Web Content

Bond will ensure that all of its websites comply with WCAG 2.0 Level AA by 2021.

Planned Action:

- Bond will take the following steps necessary to ensure Bond’s new and refreshed websites and web content will conform to Level A of the Worldwide Web Consortium’s Web Content Accessibility Guidelines (WCAG 2.0). Bond is currently reviewing and it is in progress.
- Compliance will be incorporated into all website project management.
- A review of the current and pending refresh of our internet website and web content has been conducted to determine the level of accessibility provided.
- Internal expertise is being developed for on-going accessibility for all internet websites and content.

Feedback, Accessible Formats and Communication Supports:

Bond will ensure that:

- Its processes for receiving responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and
- By January 01, 2016 in Ontario, and as soon as practicable nationally, upon request Bond will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at no extra cost.

Planned Action:

- Bond shall retain a third party service provider to convert communications and documents to alternate formats, and inform all colleagues who may receive or respond to feedback with information as to how to obtain alternate formats or communication supports from the service provider.
- We welcome feedback in person, by mail to Bond Brand Loyalty, 6900 Maritz Drive, Mississauga, Ontario L5W 1L8 or email, by telephone and by fax. The public is encouraged to provide feedback using the “Contact Us” area of the Bond website. All feedback is sent to the appropriate General Manager for review and action.
- Requesting persons will be consulted as to the suitability of an accessible format or communication support.

EMPLOYMENT

Bond is committed to fair and accessible employment practices. By January 1, 2016 in Ontario, and as soon as practicable nationally, accessibility will be integrated into Bond’s employment – related practices, as follows:

Recruitment

Planned Action:

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings and on the careers section of the corporate website;

- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during the scheduling of interviews and assessments;
- If an applicant request accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability;
- When making offers of employment, notify the successful applicant of Bond's policies for accommodating colleagues with disabilities; and
- Provide appropriate training to colleagues responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered , and accommodation request are fulfilled in an effective and timely manner.

Workplace

Bond will inform all employees of workplace policies that support employees with disabilities, including policies on the provision of accommodation which take into account employee accessibility needs. This will include the following planned actions.

Planned Action:

- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new colleagues are provided information about Bond's accessibility policies as soon as practicable after employment commences.
- Develop a procedure on Bond's intranet, to advise colleagues whenever there is a change to existing policies.
- Develop and provide appropriate training to managers and colleagues responsible for supporting the individualized accommodation plan process, and a training schedule that will ensure the efficacy of the process on a continuing basis.
- Providing or arranging for the provision of accessible formats and communications supports in the workplace upon request, for information that employees need in order to perform their regular duties and for information that is generally available to employees in the workplace..
- In providing information to employees requesting information in accessible formats or with communication supports, Bond will consult with the employees to determine the suitability of the requested formats and/or supports.

Individual Accommodation Plans and Return to work from Disability-Related Leaves

Planned Action:

- Review and, as necessary, modify and document existing return to work processes for colleagues who have been absent from work due to a disability and require accommodation in order to return to work.
- Provide appropriate training to managers and other colleagues responsible for supporting the return to work process for colleagues who require accommodation in order to return to work and a return to work schedule.
- Bond will ensure that the process for developing documented individual accommodation plans will include the following elements:

- Information regarding the manner in which the employee requesting accommodation can participate in the development of the plan.
- Information regarding the means by which the employee is individually assessed.
- Information regarding the manner in which Bond can request an evaluation by an outside medical or other expert, at Bond's expense, to assist in determining if and how accommodation can be achieved.
- Steps to protect the privacy of employees' personal information.
- Information regarding the frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- Reasons for denial where an individual accommodation plan is denied.
- Information regarding the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs.
- The following will be included if individual accommodation plans are established:
 - Any individualized workplace emergency response information that is required.
 - Any information regarding accessible formats and communication supports that have been provided for or arranged for the employee.
 - Any other accommodation that is to be provided to the employee.

Performance Management, Career Development and Redeployment

Planned Action:

- Provide appropriate training to managers and other colleagues responsible for supporting performance management, career development, advancement and redeployment processes.
- Review and modify if necessary existing performance management to ensure the accessibility needs and individual accommodation plans of colleagues with disabilities.
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement, including notification of the ability to provide accommodations on internal job postings.
- Take into account the accessibility needs of employees with disabilities when redeploying employees./

BOND PREMISES

Bond will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

Planned Action:

By January 01, 2017 in Ontario, and as soon as practicable nationally, accessibility will be integrated into new or redeveloped Bond public spaces in accordance with the criteria established by Ontario's integrated Accessibility Standards, including but not limited to the following:

- In outdoor public use eating areas (patio on second floor, and one picnic table on main floor outside cafeteria) will have knee and toe clearance, and a surface that is level, firm and stable
- Outdoor sidewalks and walk ways, will have a surface that is firm and stable, signed parking spaces and accessible spaces to park.

FOR MORE INFORMATION

For more information on this accessibility plan, please contact **Anna Crane** at:

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Accessible formats of this document are available free upon request from: (same as above)